

County of Los Angeles - Department of Mental Health

Quality Improvement Work Plan Implementation Status Report

Dated October 28, 2010

Prepared by: Program Support Bureau, Quality Improvement Division

NAME OF REPORT:

MEDICATION SUPPORT SERVICES

QI IMPLEMENTATION STATUS REPORT

The MHP determined that the forms used for Medication Support Services required revision to reduce duplication and improve accuracy. As a result, Medication Support Services Forms (MSSFs) were created/revised to improve medication support services documentation and to facilitate transition to an Electronic Health Record (EHR). The MSSFs were created or revised in conjunction with QA/QI activities, collaboration with the Office of the Medical Director, and discussions and comments from psychiatrists/nurse practitioners throughout LAC-DMH. The key changes in the new MSSFs are detailed in the Clinical Records Bulletin dated July 31, 2008 (Attached).

Summary of Findings

In order to facilitate Service Area (SA) implementation of the new forms, training and technical assistance were completed by the Quality Assurance Division by August 2009. Training course were presented at District Chiefs Meeting, Program Heads Meeting, QA Clinical Records Bulletin was distributed county wide informing the directly operated and contract providers of the changes in the MSSF. Trainings were held with Physicians and Nurse Practitioners in all SA's. The new and revised forms are currently in use by all MHP all providers. The new/revised medication support services protocols/forms were incorporated into the New Employee Clinical Documentation Training for core competencies. A taskforce was formed to facilitate the initiation of electronic registration and tracking for medication, clinical documentation and other specialty clinical core competencies to ensure clinical staff complete clinical core competencies.

Action Requested/Needed

1. Continue training on the new/revised medication support services protocols/forms in the New Employee Clinical Documentation Training for core competencies.
2. QI to continue to collaborate with Provider Relations Coordinator in facilitating the LMS data/reports to track and evaluate clinical/medication core competency training for new and existing clinical staff.